## KCStat

kcstat.kcmo.org

August 7, 2018

**#KCStat** 

Neighborhood and Healthy Communities



#### Neighborhood and Healthy Communities

"To support the development, maintenance, and revitalization of sustainable, stable, and healthy communities in which neighborhoods are safe and well maintained; people have access to health care services; strategies are in place to prevent injuries and illnesses; and the environment is protected." 2

## How To Get There: 2018-2023 City Objectives and Strategies For Neighborhood and Healthy Communities

## 1. Increase overall life expectancy and reduce health inequities in the zip codes with the lowest life expectancy and the additional zip codes with the least improvement in life expectancy.

- a) Implement the Community Health Improvement Plan (KC-CHIP) through improvements in the following areas: the education system, violent crime reduction, economic opportunity, utilization of mental health care and preventative services, and the built environment. (Health)
- b) Implement a Cloud-based electronic health record (EHR) system for programs in the Health Department. (Health)
- c) Update the Code of Ordinances on communicable diseases. (Health)
- d) Expand the City's surge capacity for major outbreaks. (Health)
- e) Update the City's food code to better align with the most recent version of Federal regulations for food safety. (Health)
- f) Expand the integrated Pest Management program to better respond to emerging health threats. (Health)
- g) Establish a baseline of protective, risk, and social factors for persons in the zip codes with the lowest life expectancy and the zip codes with no improvement the past 10 years. (Health)
- h) Develop a list of City programs and policies that are most likely to improve life expectancy specific to each zip code level. (Health)

## How To Get There: 2018-2023 City Objectives and Strategies For Neighborhood and Healthy Communities

#### 2. Bolster community development, cultural activities, and resident engagement.

- a) Develop a cultural mapping inventory to increase the community's access to arts and cultural amenities and activities. (Office of Cultural and Creative Services)
- b) Implement services, programs, and activities outlined in community centers' business plans that have been targeted to the specific needs of each community. (Parks & Recreation)

## How To Get There: 2018-2023 City Objectives and Strategies For Neighborhood and Healthy Communities

#### 3. Reduce blight.

- a) Create and implement a holistic plan, including the identification of resources, to further the City's efforts to significantly reduce blight in targeted areas. (Neighborhoods and Housing Services)
- b) Utilize the 2016 Dangerous Building Initiative to demolish, salvage, or rehabilitate the City's baseline dangerous buildings inventory by 90.0 percent within three years. (Neighborhoods and Housing Services, Neighborhood Preservation)
- c) Identify, review, and update all existing ordinances related to blight reduction. (Neighborhoods and Housing Services)

#### 4. Promote a clean community.

- a) Develop an anti-illegal dumping campaign tied to health, environmental, and economic impacts.
   (Neighborhoods and Housing Services)
- b) Develop communication and other strategies to increase compliance with solid waste ordinances, with particular attention to enforcement. (Neighborhoods and Housing Services, Solid Waste)
- c) Propose and support legislation and other initiatives to provide the City and local neighborhoods better control over the future of vacant properties. (Neighborhoods and Housing Services, Neighborhood Preservation)
- d) Develop a revised recycling policy for all City-owned and other public facilities and spaces. (Neighborhoods and Housing Services, Neighborhood Preservation)

#### Measures of Success

Objective	Measures of Success	Actual FY15	Actual FY16	Actual FY17	Target FY18	Actual FY18
1	Difference in the total number of expected years of life between the highest and lowest zip codes	-	-	12.4	12	13.8
2	Percent of residents satisfied with programs and activities at City community centers	48%	46%	43%	50%	45%
2	Percent of residents who attend arts/cultural event at least once in the past 12 months	-	-	TBD	TBD	73%
2	Attendance at community centers	468,852	428,850	523,330	540,000	498,441
3	Percent change of dangerous buildings inventory	-	2.8%	32%	45%	37%
4	Tons of illegal dumping collected	2,873	3,245	2,591	4,250	3,100
5	Percent of residents satisfied with efforts to clean-up illegal dumping sites	28%	28%	23%	26%	24%

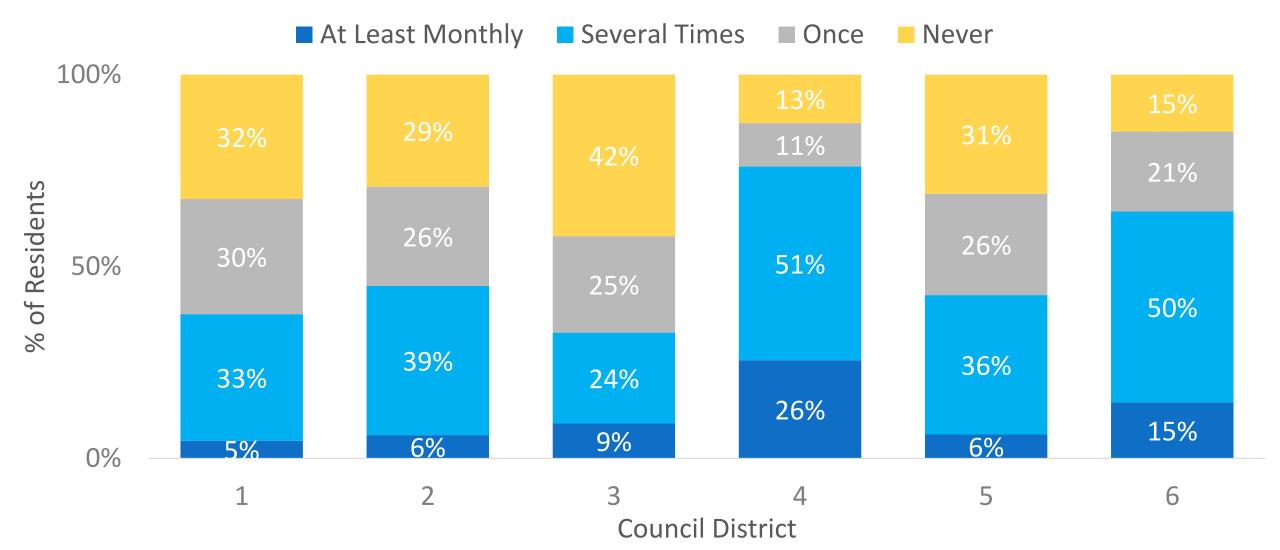
## Objective 2: Bolster community development, cultural activities, and resident engagement.

#### Strategy A

Develop a cultural mapping inventory to increase the community's access to arts and cultural amenities and activities. (Office of Cultural and Creative Services)

## Arts and Cultural Participation is Highest in Council Districts 4 and 6 and Lowest in District 3.

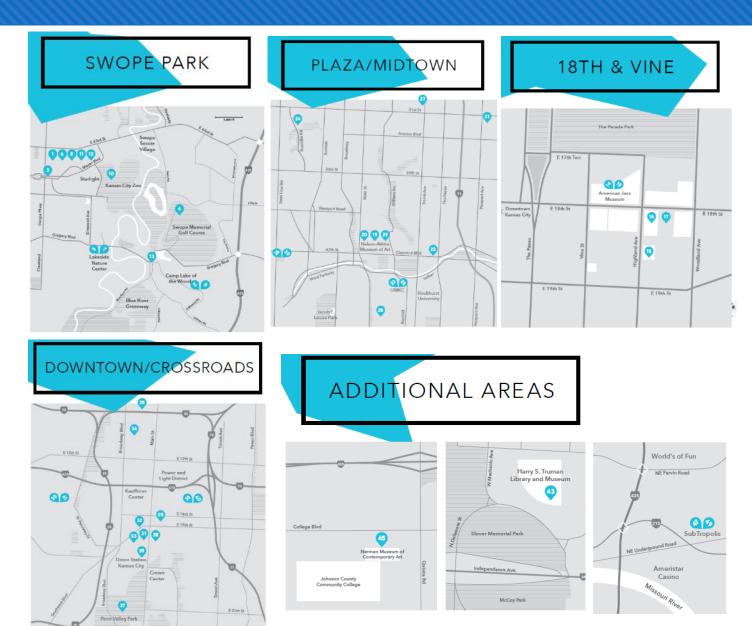
How often have you attended an arts or cultural event in the City?



62 Days

200+ Artists

1 City







**AUG 25-OCT 28** 

Over 40 contemporary art installations

SWOPE PARK & THROUGHOUT KANSAS CITY



**EVERY WEEKEND** 

Free performances, handmade goods and food for sale

SWOPE PARK



**AUG 25-OCT 28** 

Local partners and creative ventures

THROUGHOUT K.C



OCT 12-14

A weekend of iconic visual and performing artists

STARLIGHT &
THE VILLAGE IN
SWOPE PARK



50+ participating organizations

75+ activities



Nat'l Museum of Toys & Miniatures



Nathan Lee, Harriman Jewell Series



City In Motion



KC MeltingPot Theatre



Kansas City Symphony











Classroom photos by Natalie Dameron. Artwork photos by BJ McBride.

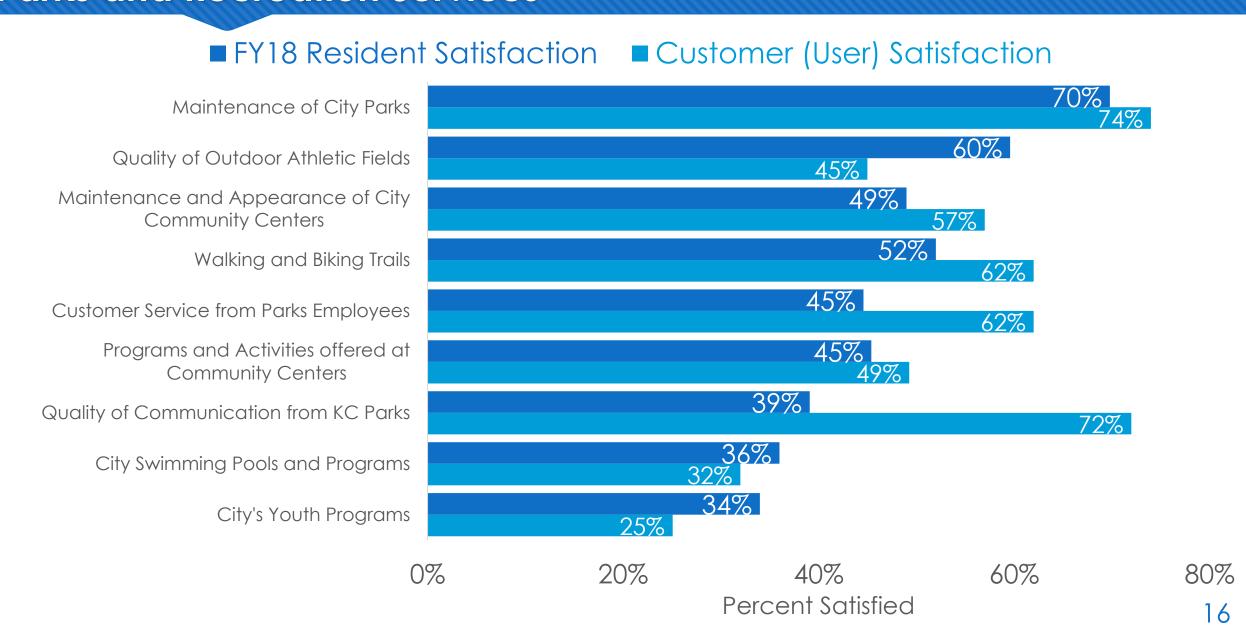
#### Resident Engagement

- 2 artist visioning sessions; Open Call to Artists; workshops
- Neighborhoods Engagement pre-event: "Deca" project at all 10 community centers led by artists Michael Toombs and BJ McBride
- Open Spaces and Expanded Field Listings in ArtsKC Go arts calendar
- Information booths at "Back to School" events
- Kansas City, Missouri School District newsletter
- Promotion at KCMO Health Department events
- KCWater newsletter and utility inserts
- Resident postcard mailer
- Letters of special invitation to Neighborhood Associations
- Nextdoor neighborhood postings
- Billboards; radio advertisements
- Presentations to community and business organizations such as Municipal Art Commission, Chamber of Commerce, Neighborhood Associations and "Young Friends" groups
- City of KCMO outlets: Channel 2, KCMore, Social Media, Kiosks

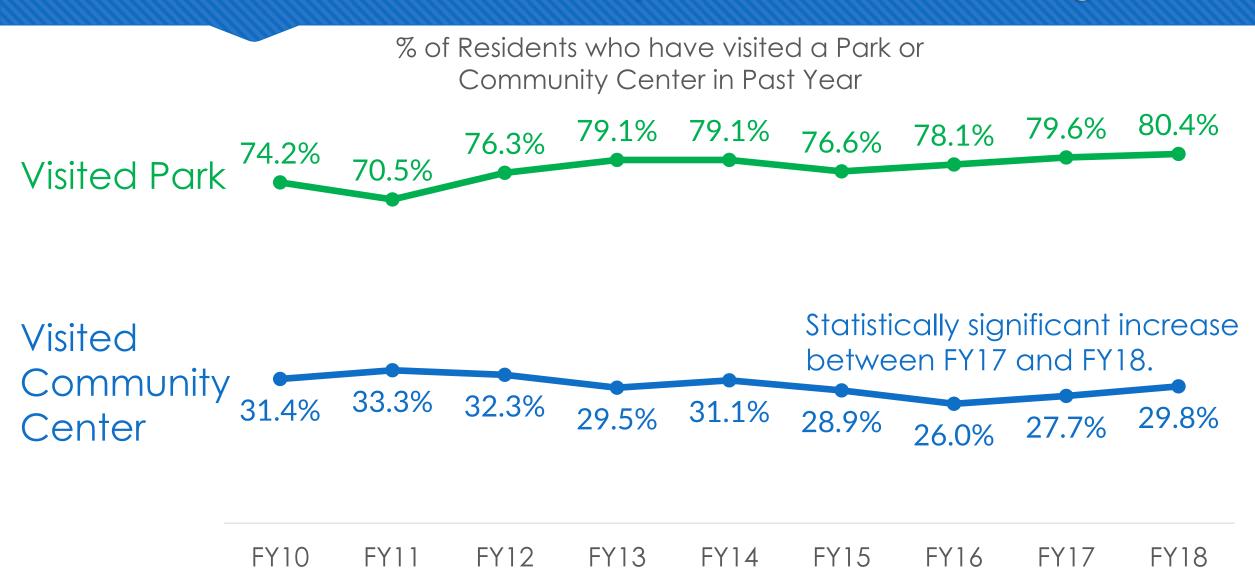
#### Strategy B

Implement services, programs, and activities outlined in community centers' business plans that have been targeted to the specific needs of each community. (Parks & Recreation)

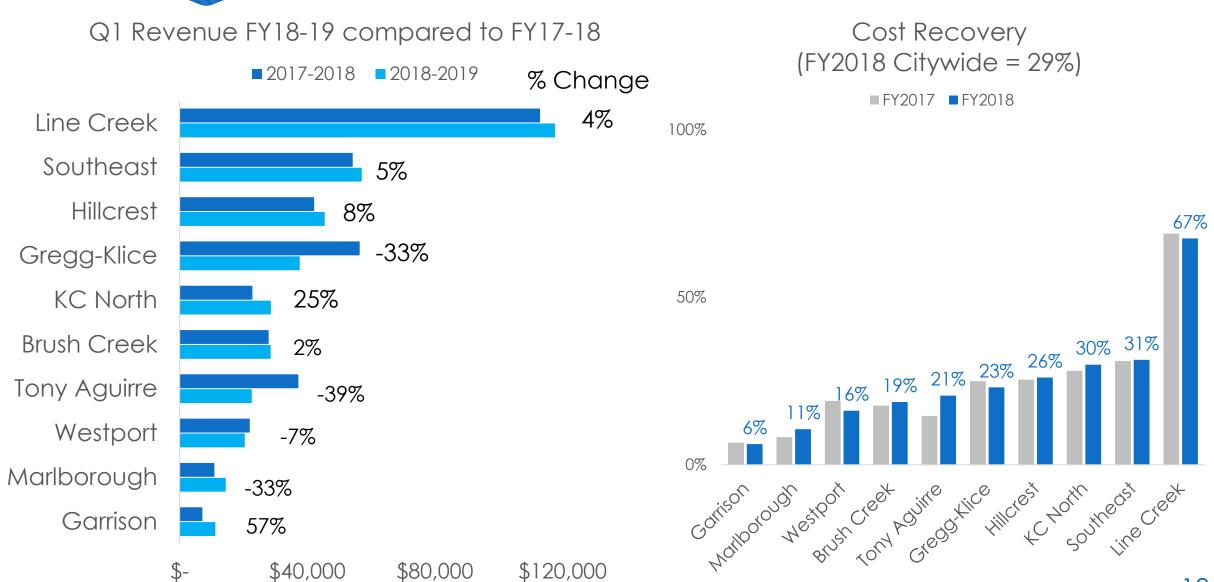
## User Satisfaction is Generally Higher Than Resident Perceptions of Parks and Recreation Services



#### Use Of Parks and Community Centers is Increasing



#### Revenue and cost recovery at community centers



#### KC Parks: Summer Camp

#### Camp Attendance

- 2017 individual enrollments
- 518 unique users
- About 250 kids per day across 6 sites
- Over 1,100 youth weekly during the peak of summer (includes partnerships)

#### Camp Revenue

- Currently at \$175,551
- Last year at the same time \$183,562

#### New Revenue Sources

- Upper Room \$16,000
- Academie Lafayette \$24,915









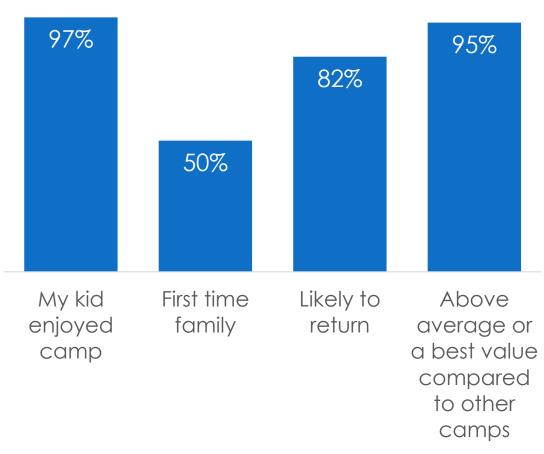
#### Summer Camp: Survey Results

72 respondents who completed the survey from the six sites in-house



#### Top ranked programs

- Swim Lesson 63%
- Sports Instruction 58%
- Outdoor 46%



#### Summer Camp: Partnerships

- Restart & Hillcrest Hope Partnerships
  - We had 14 youth that were either homeless or in transitional housing
  - They enjoyed camp free of charge



- Southeast, Gregg-Klice, Garrison, Brush Creek
- Free to KCPS Students
- 241 student average daily attendance
- Academie Lafayette
  - Over 800 students, with an average daily attendance of 620
  - Weekly themes organized by our staff
  - \$25,000 in new revenue
  - Opportunity to reach new potential customers









#### Club KC/Mayor's Nights: Club KC

Night Hoops	Night Kicks	Night Nets		
3 <sup>rd</sup> Year programming in-house	1 <sup>st</sup> Year programming in-house	3 <sup>rd</sup> year programming in-house		
47 teams	35 teams	Participation remains stagnant at 20 youth		
25% growth from 2017	9% growth over 2017	Upcoming year-round volleyball program should boost attendance		

#### **Student Athlete Summit - July 28th**

Every attendee received a book(from KCPL), a KC Parks water bottle, and a KC Parks backpack. Partners included JobCore, Urban Rangers, Urban Tech, Children's Mercy, PAL, and IRyse/Aim4Peace

#### Club KC/Mayor's Nights: Club KC

- Participation to date is 2,476
- SLY's Rock the Block Scheduled for August 11<sup>th</sup> 10am to 4pm at Washington Square Park
- Field trips, door prizes (including donations from the CBE), and food has been provided
- STEAM programing is being pushed including
- Sites all around the city have been available including sites further south (Southeast and O'Hara HS)

#### Priority #1: Public Engagement

#### **Current State**

- Reactive
- No real sense of desires of the community
- Important but not urgent
- Little accountability

#### Desired State

- Proactive outreach
- Actual community-driven programming
- Measured in business plans
- Create a reward system for reaching outreach goals



- Focus on place making
- Regular training for relevant staff to improve public engagement skills
  - O Currently seeking Health Care Foundation grant to cover the cost of training
- Consider using the Life X program as a model for engagement and programming
- Review current outreach goals and create a mechanism for accountability

#### Public Engagement: Training & Meetings

KU Public Management Center provided training June 19th

- Spectrum of community engagement and the purpose behind each approach
- Specific engagement activities to achieve desired outcomes
- Activities that are designed to address current organizational issues

#### World Cafe Model & Public Meetings

- Youth Recreation Initiative August 25th & August 28th
- Southeast Community Center August 29th
- Woodland Elementary August 30th
- \$10 gift cards for participants plus chance to win
   \$100 gift card
- Register at kcparks.org





#### Priority #2: Customer Service

#### Current State

 Inconsistent quality of customer service

#### Desired State

 Create a culture of customer service that emphasizes City-wide customer service principles and values

#### Action Plan:

- Create customer service expectations Complete
- O Begin a regular secret shopper program In Progress
- Upcoming customer service training provided by MARC In Progress
- Develop onboarding process that emphasizes customer service values and principles – In Progress

#### **Customer Service**

- O Division-wide retreat held on March 9th
- O Volunteer, cross-functional Customer Service Design Team
- Meetings facilitated by MARC
  - Identified Barriers –Completed
    - Software
    - O Communication
    - Navigating Parks Administration
  - O Create Core Values
    - O Professionalism
    - O Commitment
    - Quality
    - O Community
    - O Inclusivity
    - O Diversity

## Customer Service: Training

## Customer Service: Mystery Shopping

- The Customer Service Design Team will be responsible for developing training using defined values, feedback from mystery shopping company, and existing training resources
- Training to be provided for all current staff with annual refreshers
- Include customer service training in division onboarding process
  - Phase I focus on "Attitude/Respect & Professionalism"
  - Phase II focus on "Salesmanship"

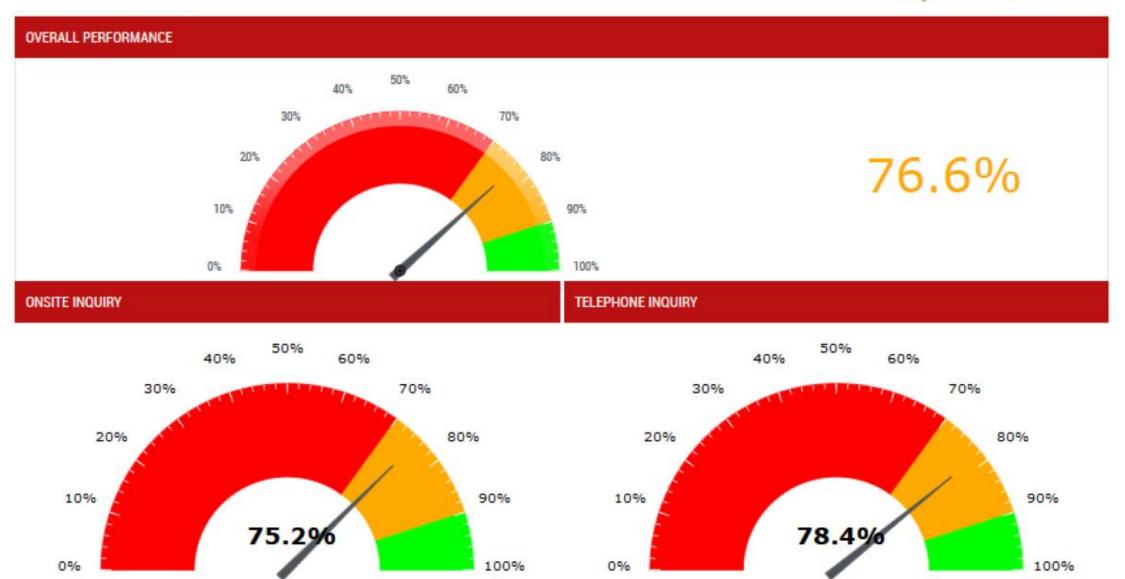
Contracted with AboutFace for mystery shopping and customer experience services

- Benchmarking period comprising 88 shops
  - Four in-person, four telephone at ten community centers and Lakeside Nature Center
- Shops will be performed quarterly following the initial benchmarking period
- Those centers with <70% on the overall aggregate score will receive additional shops within the next 4 - 6 weeks
- In addition to an executive summary,
   AboutFace provides Parks with a live
   dashboard where we can review reports
   and community center performance

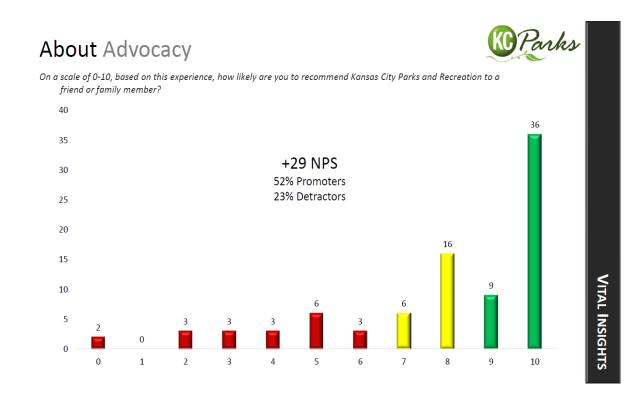
# **OVERALL PERFORMANCE**

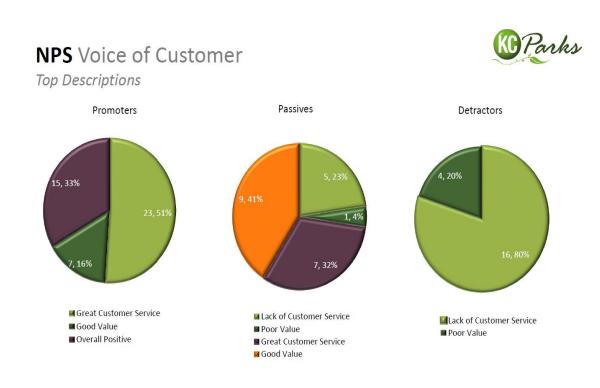
#### Overall Performance 2018 Benchmark





#### **Customer Service: NPS**





#### Customer Service: Wins & Opportunities

- 84% overall score on knowledge
- 62% of evaluators gave the exterior 5/5
- 93% interior score/92% exterior
- 75% said they would visit the center based on phone calls
- Garrison scored the highest overall 91%

- 69% Attitude and respect score
- 55% Rapport
- 63% Professionalism
- 54% Onsite salesmanship
- Gregg/Klice lowest overall score of 61%
- 80% of detractor comments were poor customer service

## Customer Service: Incentives & Disciplinary Action

The department has spelled out clear rewards to encourage staff to provide exceptional customer service

- \$100 and \$50 bonuses for staff who earn exceptional scores
- Lunch for centers that score the highest
- 16 staff members awarded
- Total \$850

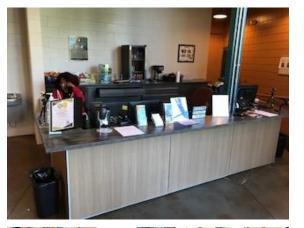
The department has also outlined corrective action for those who receive unacceptable (<70%) scores

- Action plans from supervisors whose employees or centers score poorly
- Letters of counsel
- Further disciplinary action

### Customer Service: Facility Improvements

Several facilities have received much needed new equipment and renovations

- New fitness equipment at Southeast, Gregg/Klice, Garrison, Tony Aguirre
- New flooring at Southeast.
   Brush Creek, Gregg/Klice,
   Marlborough are up next
- New furniture at Garrison, Tony Aguirre, and Southeast







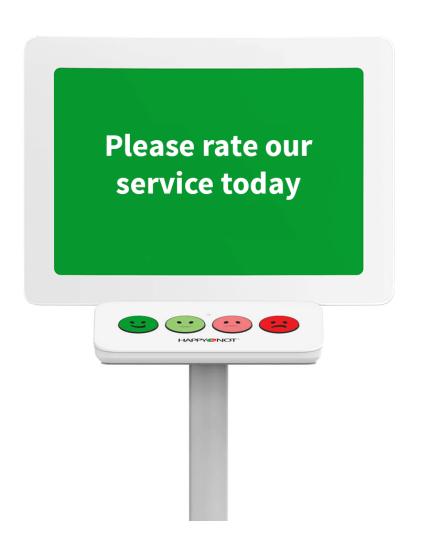






#### **Customer Service: Next Steps**

- Create and Deliver Training
- Implement action plans for unacceptable scores
- Create and implement division action plan
- Long term goal: consistently score 90% or above
- Immediate goal: 82% satisfaction on mystery shopper
- Happy-or-Not Kiosks



#### **Customer Service: Investment**

#### Current Investment to Improve Customer Experience

Mystery Shopper Program	\$15,312
Happy-or-Not Kiosks	\$14,140
Spot Awards	\$850
CSDT Staff Time	\$1,600
Facility Upgrades	147,672
Total	\$179,574

#### Renewed Dedication to Inclusion!

#### Parks hired an inclusion coordinator to:

- Find accommodations for people with disabilities
- Implement recreation programs for those with disabilities
- Work with Special Olympics to provide programming for people with intellectual disabilities
- Help select and purchase power chairs
- Upcoming "Cast & Blast" program this fall
- Research possibility of camp for families with special needs

Questions about inclusion can be directed to Taryn Andersen, <u>Taryn.Andersen@kcmo.org</u> or (816) 513-7624

Objective 1:Increase overall life expectancy and reduce health inequities in the zip codes with the lowest life expectancy and the additional zip codes with the least improvement in life expectancy.

#### Strategy G

Establish a baseline of protective, risk, and social factors for persons in the zip codes with the lowest life expectancy and the zip codes with no improvement the past 10 years. (Health)

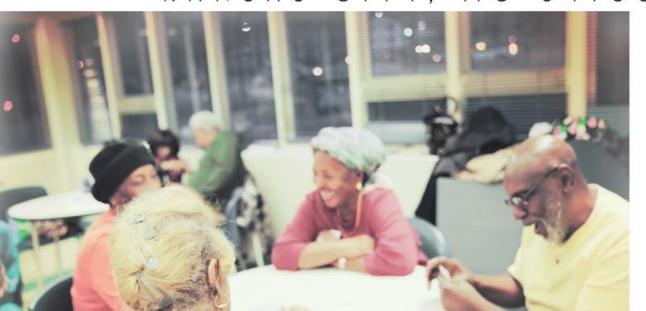
## This is LifeX





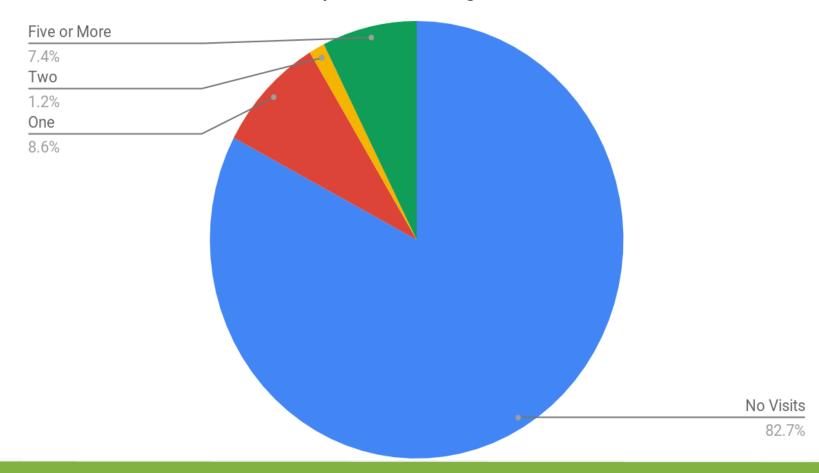
# WELCOME EVENT Saturday july 7, 2018 1 pm

- Get to know the program
- Meet your contact person
- Learn the benefits
- Give your feedback



# In the last wave, number of "no visits" stayed the average monthly visits per person is also stagnar

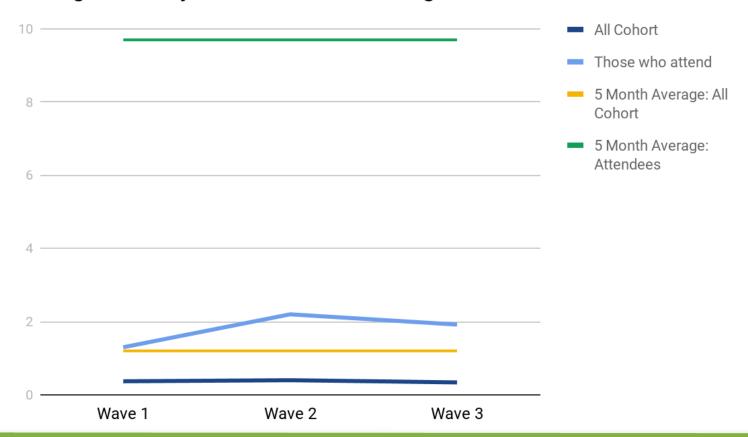
Number of Visits to CC's April 9th through June 8th





# Average monthly visits overall <u>and</u> for those who have attended at least once. Also –average number of visits over the 5 month span

Average Monthly # of Visits and Average Total Visits

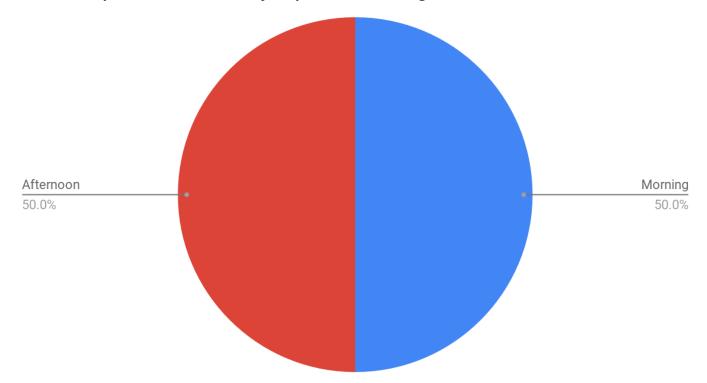






# Visits have shifted to Morning/Afternoon preference vs. Evening

Most Popular Time of Day: April 9th through June 8th

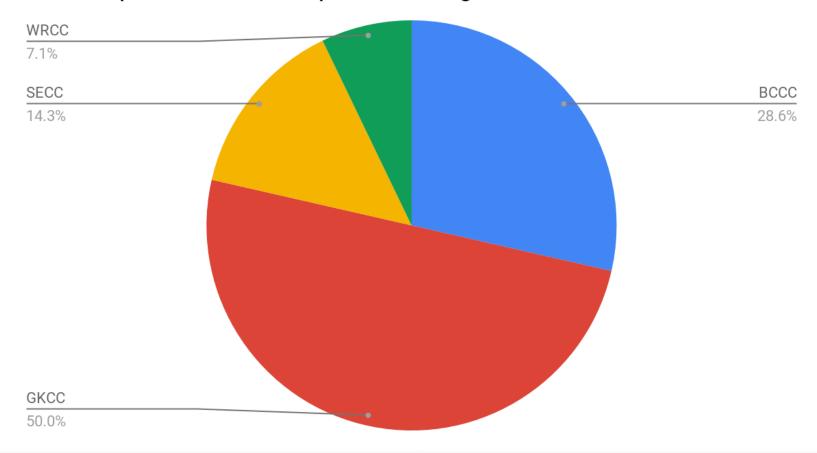






# GKCC continues to be the most preferred location

Most Popular Locations: April 9th through June 8th





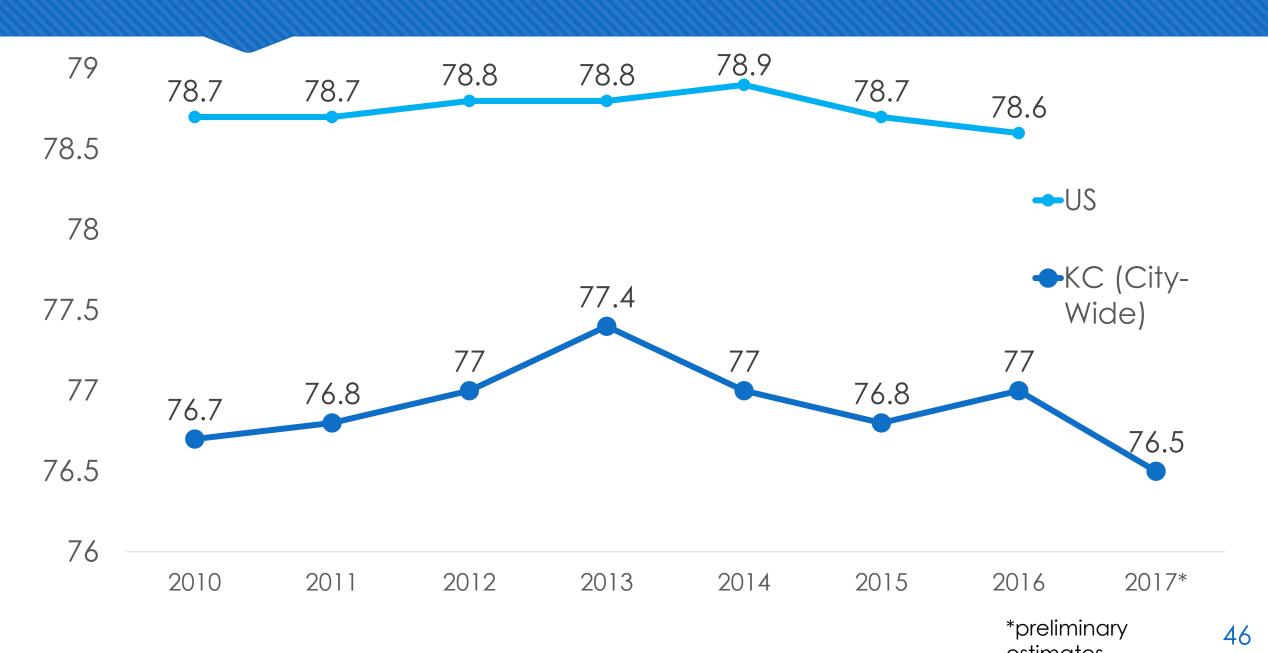


### What predicts number of total visits

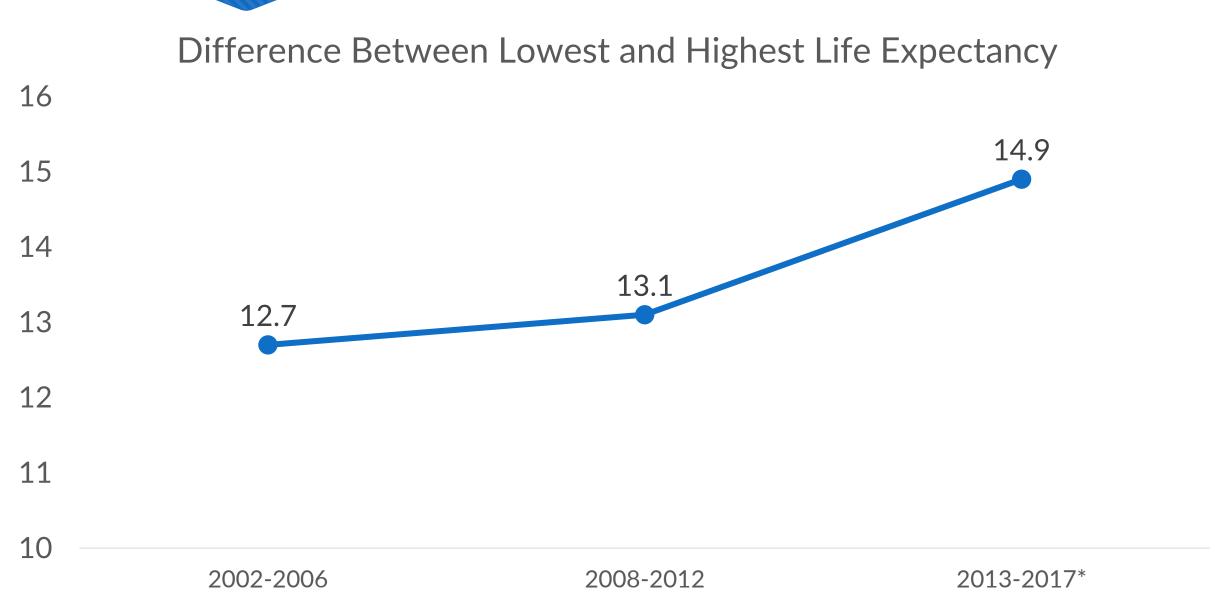
Does Predict	Doesn't Predict
BMI Category	Age (among those who attend at least once)
Obese or Overweight participants less likely to attend, even among those who attended at least once	
Age (among full cohort)	Zip Code
The older participants are less likely to attend	
# of Kids (among those who attend at least once)	Home Ownership Status
More children, less likely to attend	
	Income, financial status and Economic Mobility
	# of Kids (among full cohort)
	Self Rated Health
	Levels of Trust



## Life Expectancy Over Time

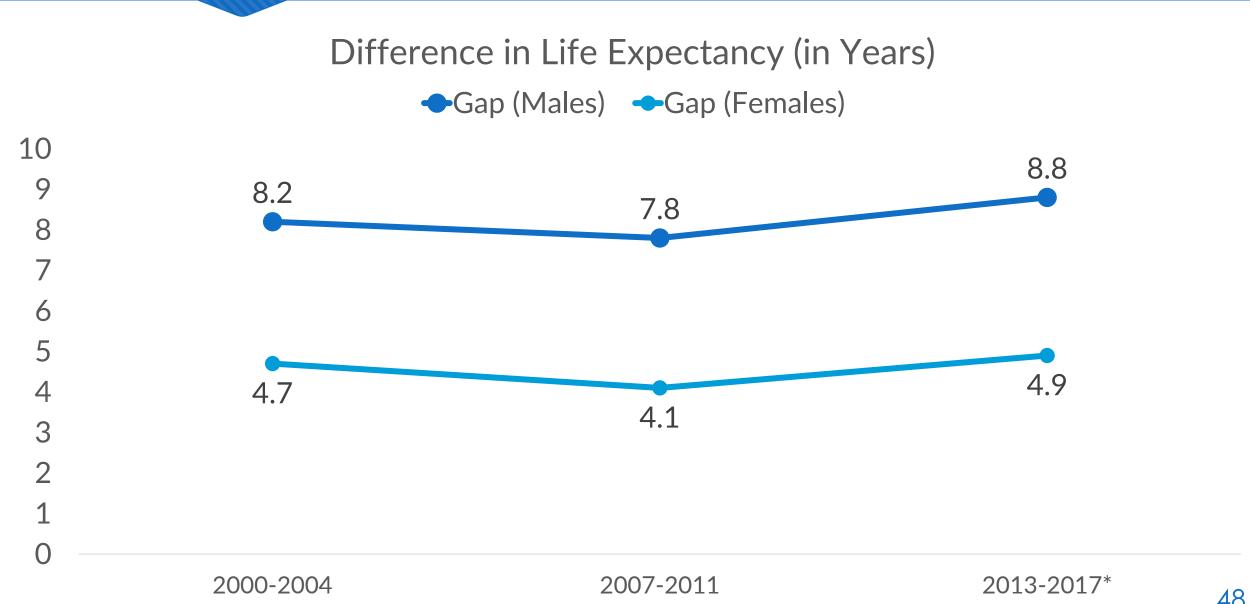


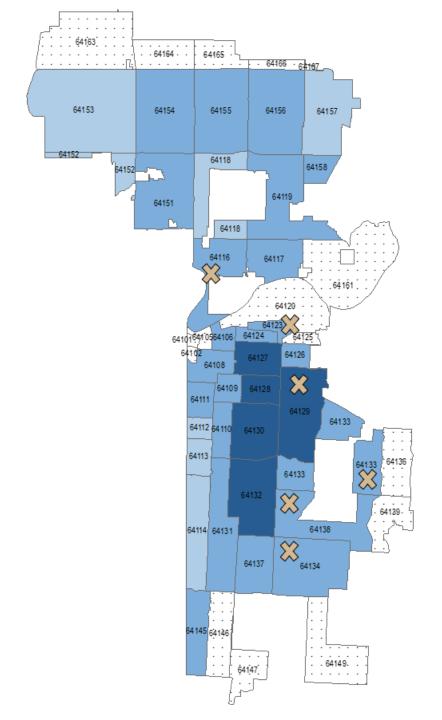
#### Equity Measures by Zip Code



47

#### Black/White Life Expectancy Gap





## Life Expectancy by Zip Code, Kansas City, MO 2013-2017

#### **Life Expectancy**

70 - 72 Years

73 - 79 Years

80 - 84 Years

Too Small Pop.\*

Indicates zip codes with decreasing life expectancy between 2002-2006 and 2013-2017 time frames

\*Too small population to calculate life expectancy

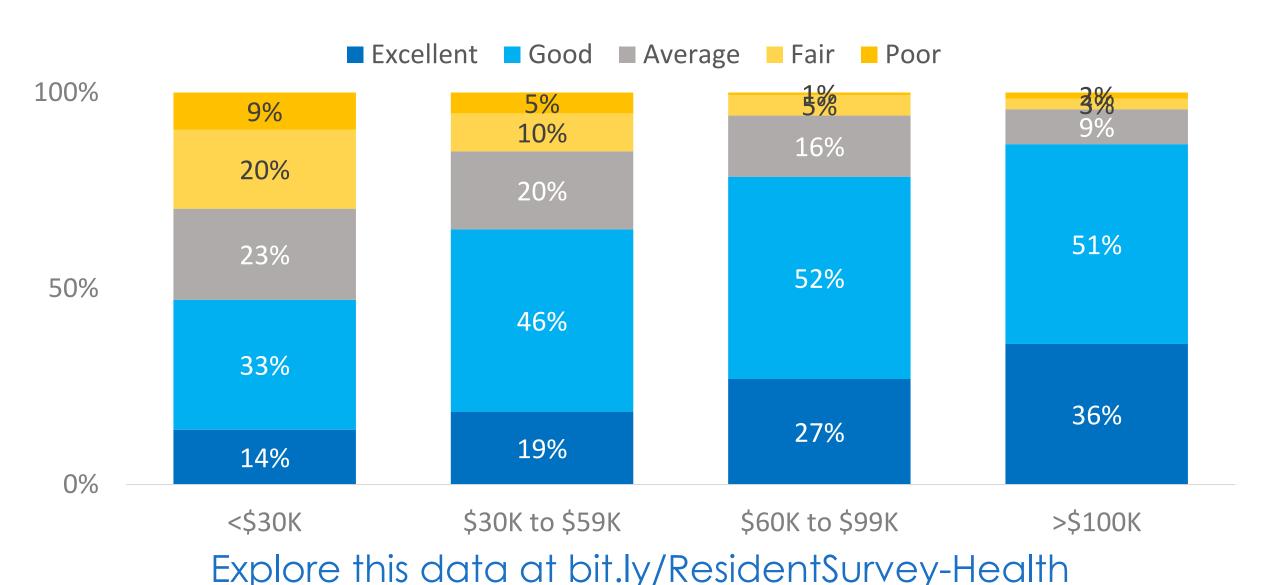
Note: the 2013-2017 life expectancy calculations are preliminary estimates based off the 2012-2016 ACS population estimates



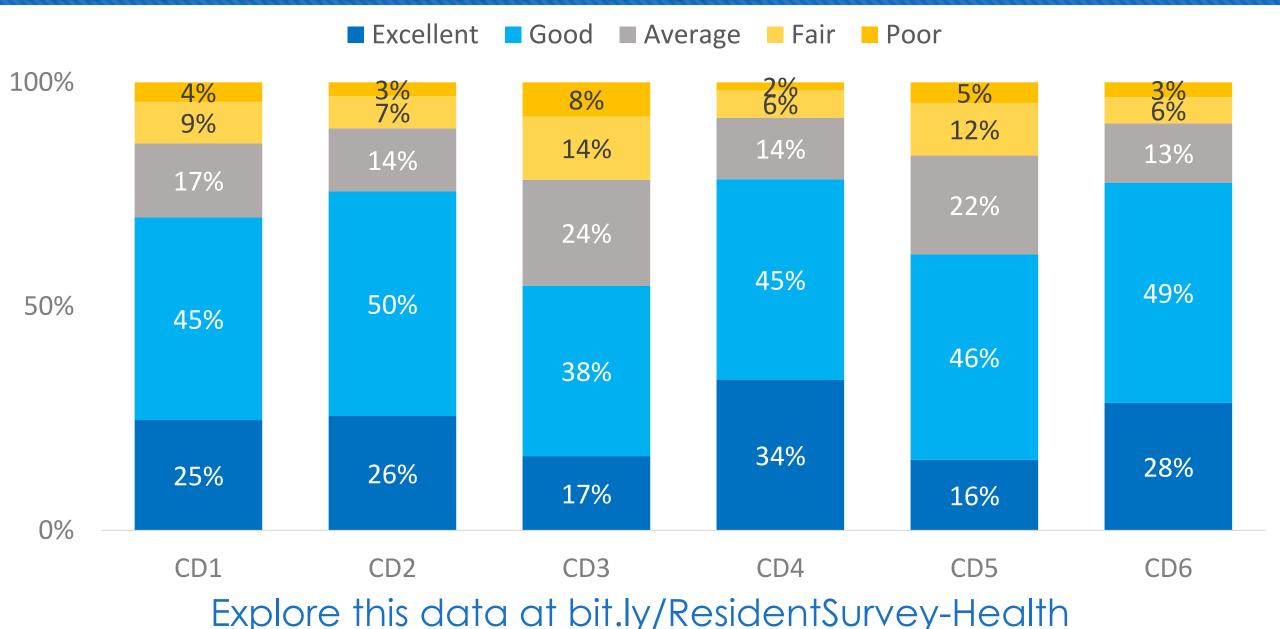


## Resident Survey Dashboard – Health Status Questions

# Resident's Rating of Their Overall Health Varies Dramatically by Income Level



# Residents in Council District 3 are Less Likely Than Other Districts to Rate Their Health as "Excellent" or "Good"



#### Strategy H

Develop a list of City programs and policies that are most likely to improve life expectancy specific to each zip code level. (Health)

#### **CHIP Project Updates**

#### School Discipline Analysis 2.0

- Recently formalized partnership with TTPKC for continued updating of discipline data
- Exploring public facing dashboard
- Summit #2, Spring 2018

#### Infant Mortality Risk Zone

 Exploring funding and partnership with March of Dimes KS/MO to scale this up

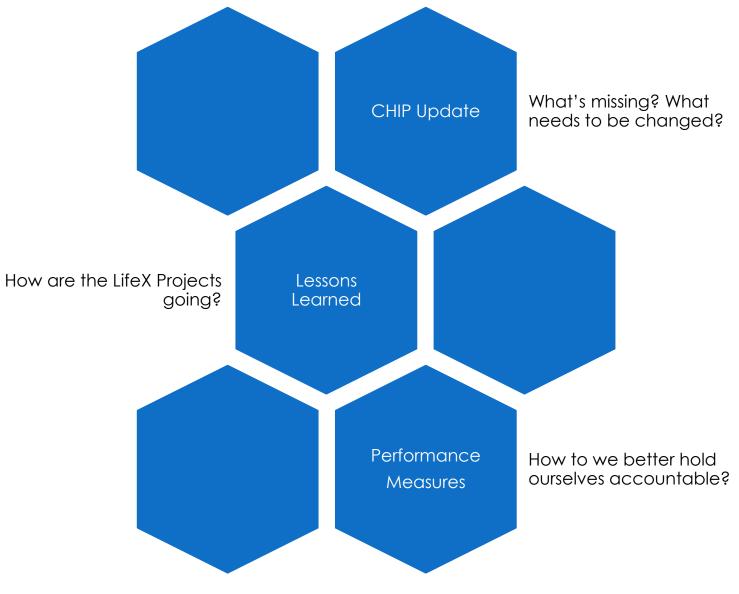
#### Childhood Asthma and School Attendance

 Submitted grant to HCFGKC to explore heat mapping of Asthma conditions, including exposure to violence, in cross-sector partnership

#### NEW: School Based Legal Aid in LifeX Zipcodes

#### LifeX 3.0: November 2018





#### Strategy A

Implement the Community Health Improvement Plan (KC-CHIP) through improvements in the following areas: the education system, violent crime reduction, economic opportunity, utilization of mental health care and preventative services, and the built environment. (Health)

#### Chip performance dashboard



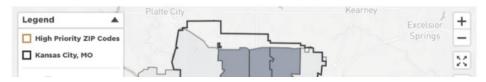
# Education Violence Prevention Economic Opportunity Mental Health Preventative Health Built Environment Resources Performance Summary

The Story

#### Health is more than health care.

- Your life expectancy, or how long you will live, can be predicted by your ZIP code.
- The average Kansas City resident can expect to live 77 years—but that number
- varies dramatically depending on where you live. A growing body of research is finding that many factors contribute to your health and well-being, including the
- social and environmental conditions of your neighborhood. Working across
- sectors, Kansas City can create communities where the *healthy* choice is
- ironment v the easiest choice.

#### Life Expectancy by ZIP Code



#### Strategy C

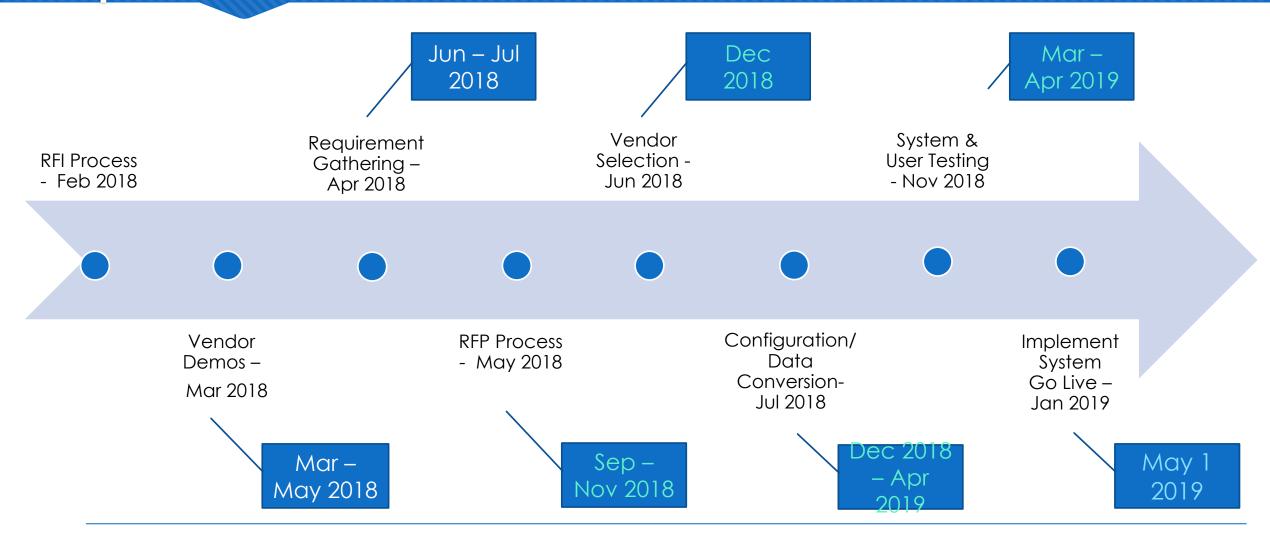
Update the Code of Ordinances on communicable diseases. (Health)



### Strategy B

Implement a Cloud-based electronic health record (EHR) system for programs in the Health Department. (Health)

# Cloud-based electronic health record (EHR) – Implementation Process



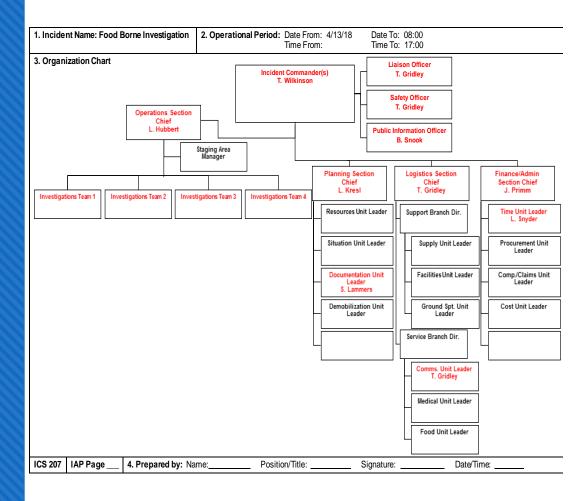
## Strategy D

Expand the City's surge capacity for major outbreaks.
(Health)

# Case Study on Surge Capacity

3 Simultaneous Outbreak Investigations

# Incident Command Activation

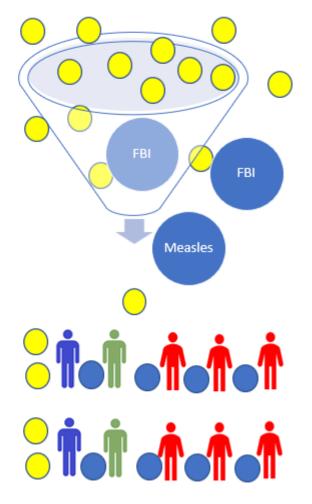


#### Mutual Aid as One Option for Surge Capacity

#### **Outbreak Mode Daily Work Flow** FBI Key Measles Routine Staff FBI Supervisor Mutual Aid Routine Work Outbreak Work

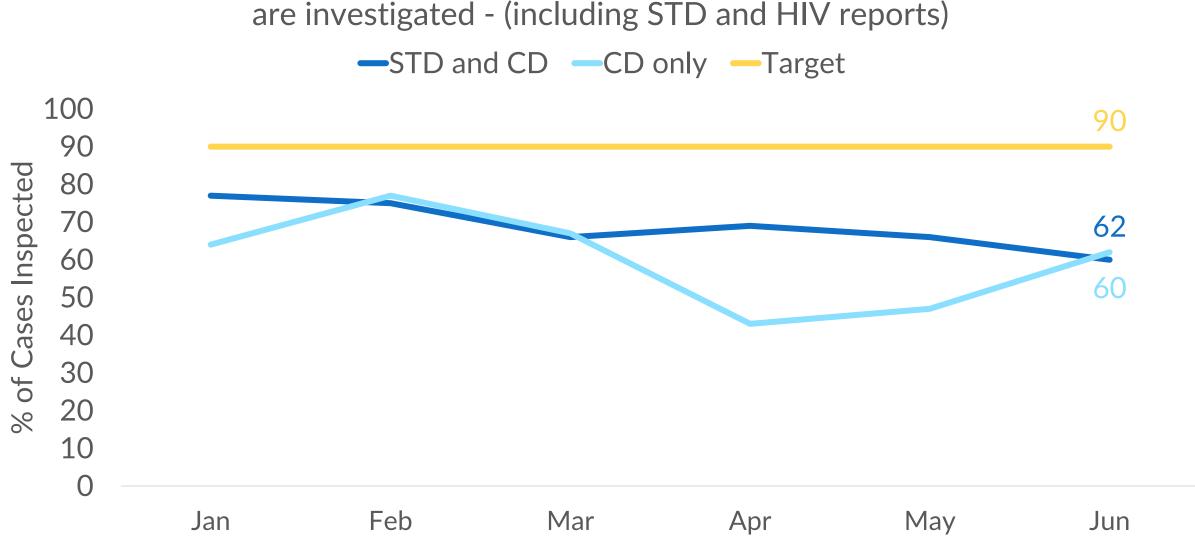
FBI – Foodborne Illness Outbreak

#### **Surge Capacity Mode**



#### Effect of Mutual Aid Support

Percent of all Communicable Diseases requiring investigation that are investigated - (including STD and HIV reports)

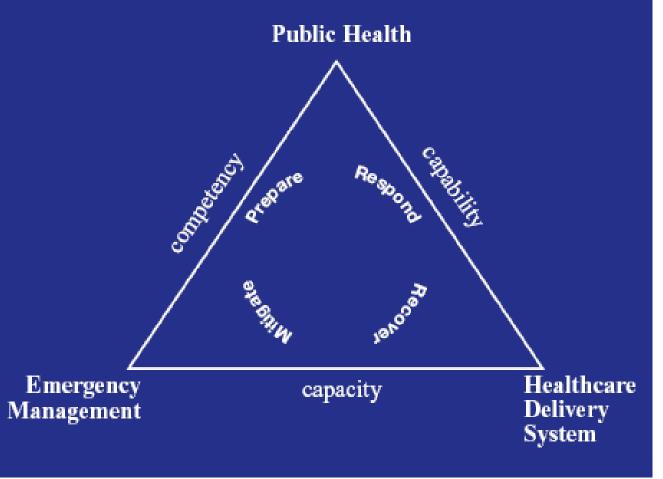


## Results Summary

	Foodborne Illness Investigation 1	Foodborne Investigation Illness 2	Measles Investigation
Number Reported at Event or Suspect Cases	106	349	47
Total Interviews (able to reach by phone/email)	55	197	47
Confirmed Case/Illness	19 (34.5%)	120 (60.9%)	13
Number Quarantined and/or Medically Monitored for Symptoms	NA	NA	192
Number of Staff Assigned	20		4
Number of KCHD Staff Hours Worked	392.15		461.75
Number of Mutual Aid Staff Hours Worked	80		O
Number of Overtime Hours	3.5		3.2
Total Staff Cost (only) for KCHD	\$17,795.07		\$21,273.50

#### Challenges & Next Steps

#### The Health Emergency Prepardness and Response Triad



- Mutual Aid Request Confusion a good test for the Statewide system
- Anti-vaccination beliefs causing diversion of resources away from other diseases and priorities
- Safety net provider surge capacity strain
- Communication issues, i.e. IG information, interdivisional operations
- Funding/Resources not fully supporting the increased operational demands of outbreaks

### Strategy E

Update the City's food code to better align with the most recent version of Federal regulations for food safety.

(Health)

#### Recent food borne illness outbreaks

## EHS Californos Investigation Timeline

4/3/18 Initial Complaints Received 4/5/18
Establishment
submits first
incorrect
corrective
action plan

4/10/18 Joint briefing with KCHD Leadership, EHS, CDP; ICS protocol established 4/17/18 EPHP conduct reinstatement inspection, establishment fails to be in compliance













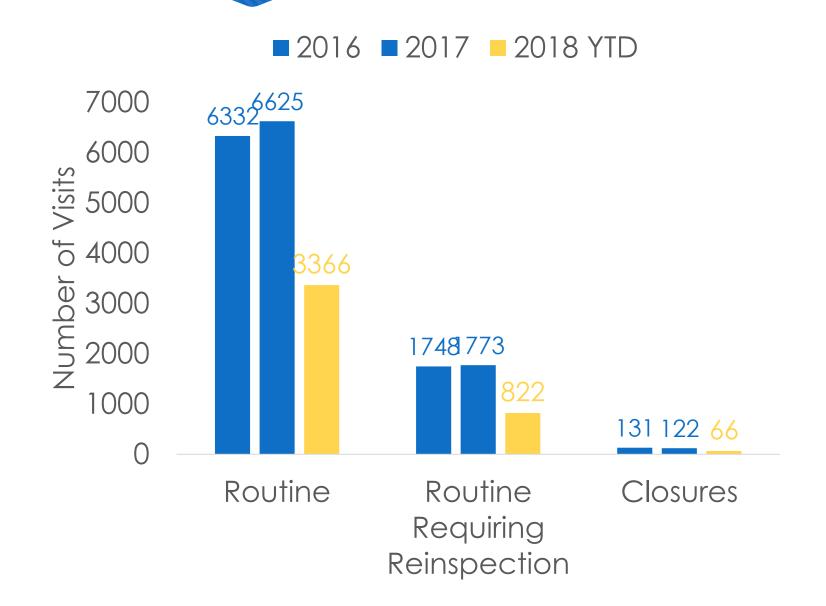




4/4/18
Investigation conducted, permit suspended

4/6/18 Guest list from Bridging the Gap event received, 100 of 350 guests ill 4/16/18 EPHP attempts reinstatement inspection, denied entry 4/19/18 EPHP staff conduct reinstatement inspection, establishment reopened

#### Re-inspection and Closure Data



#### 2018 YTD

- 76% do not require a follow-up
- 1.9% of inspections result in closure

#### 2017

- 73% do not require a follow-up
- 1.8% of inspections result in closure

#### 2016

- 73% do not require a follow-up
- 2.0% of inspections result in closure

#### Strategy F

Expand the integrated Pest Management program to better respond to emerging health threats. (Health)

#### Integrated Pest Management

#### <u>Pre-baiting sewer projects with Water Services</u>

#### Advantages

- Has been shown to be somewhat effective
- Equipment looks to be fairly inexpensive

#### Disadvantages

- Requires more than one application
  - 3 visits for maximum effectiveness
- Requires a trained and <u>licensed</u> staff

Still working on the partnership with Water Services
One employee dedicated to Rat Control

# Rat Control Program Activities 05/15/2018-07/31/2018

Solution	Total
Rat Control Treatment	176
Rat Treatment	8
Rodent Control Options	3
Landlord Treatment	64
Unable to Contact	18
Letter sent to Property Owner/Management Company	6
Total Cases Closed:	275

- The Rat Control Program sent a total of 207 complaints to the contractors during this time period in 2018.
- 21 Investigations, 20 of rental properties and 1 of an owner occupied property
- 10 Landlords were notified of rats on their properties, 3 Landlords were cited for noncompliance

## Objective 3:Reduce Blight

## Strategy A

Create and implement a holistic plan, including the identification of resources, to further the City's efforts to significantly reduce blight in targeted areas. (Neighborhoods and Housing Services)

#### Collaboration across Neighborhood and Housing Services Department

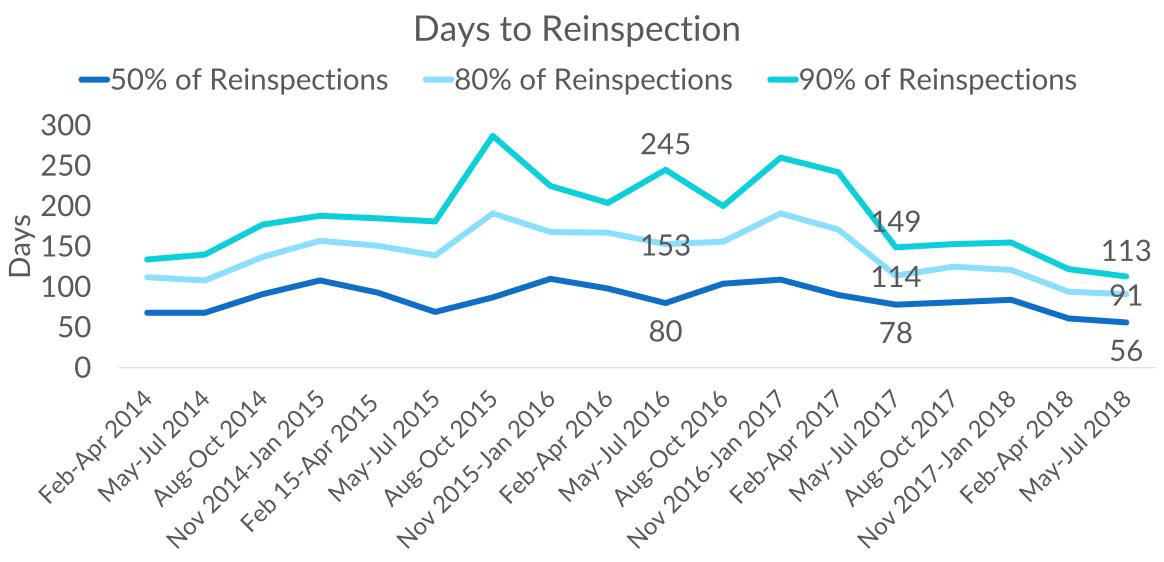
Targeted actions in

Key Coalition to
increase interest in
homeownership and
also stabilize property
values. Initiative aimed
at both infill new
construction and
moderate rehab of
existing owneroccupied single family
homes.

Area: Prospect to Brooklyn, 27<sup>th</sup> to Linwood.

- Chosen to complement existing City investment in East Patrol/Crime Lab and Linwood Shopping Center
- Systematic code enforcement with participation of neighborhood association
- Identified approx. 50 homeowners interested the moderate rehab project, up to \$15,000, code deficiencies
- Housing Division staff working with individual owners on a scope
- Infill new construction: Up to 30 lots between 27<sup>th</sup> to 29<sup>th</sup> Sets., Wabash to Brooklyn
  - City-owned KC Homesteading Authority
  - Hire architects to design homes to fit on the lots
  - RFP for builders to build—incent w/ grant for site preparation, low-purchase price, and abatement
  - 3 to 4 builders, along with a real estate firm
  - Talking with banks about financing, both construction and permanent

#### Reduced Inspection Cycle Time



#### **Gathering Best Practices**

- OKCMO Neighborhood Preservation staff hosted code enforcement staff from the Unified Government as part of the Core4 Leadership Exchange as an opportunity to exchange knowledge and processes. KCMO staff will be visiting the Unified Government as well.
- OKCMO NPD staff will also be meeting with code enforcement staff from three other cities (Fort Worth, Wichita, and Des Moines) as part of the Midwest Benchmarking Project to look at comparative data and understand one another's processes.

#### **Update on Central City Sales Tax Board:**

- Applications for projects were accepted through August 2
- Twenty-five proposals were received for a total of approximately \$18 million in requests.

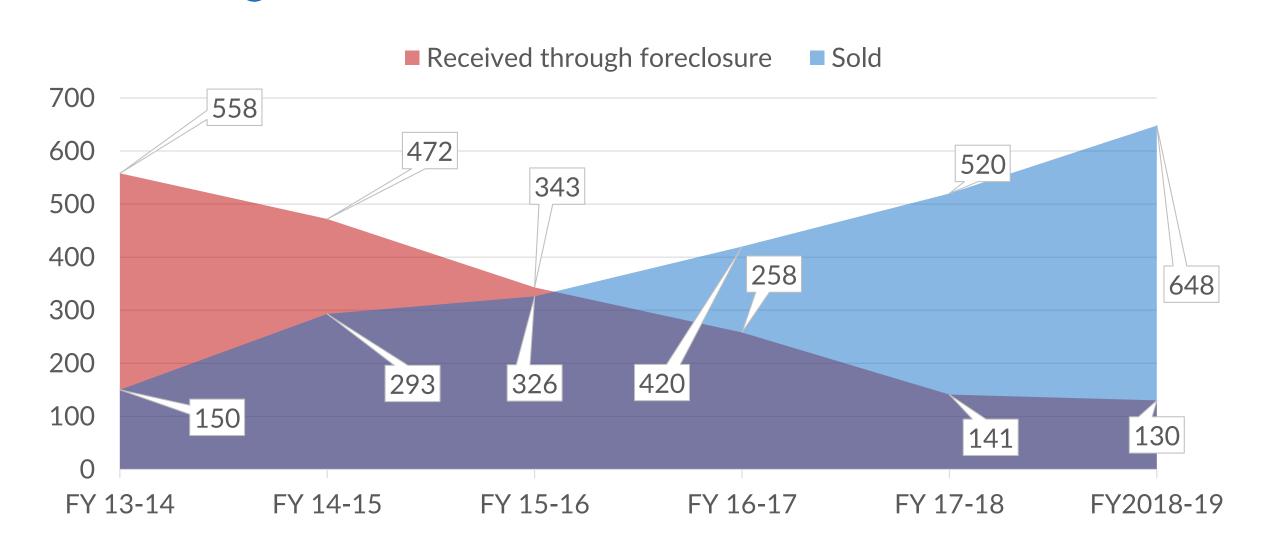
#### **Categories of projects included:**

- New construction of multifamily housing,
- Day care centers,
- Preservation and facility improvements,
- Pre-development loans, economic development,
- Creation of a loan fund for entrepreneurs,

- Rehab and new construction of single family homes,
- Neighborhood collaborative,
- Agricultural assistance,
- Senior assisted living facility,
- Creation of a golf course and
- Workforce training.

## Land Bank Update

#### Land Bank is Selling More Properties Than it is Taking in



#### **Land Bank Inventory**



86 Properties in Option Agreements or Reserved for Public Use

#### Land Bank Revenue and Investment

	FY2014- 15*	FY2015-16	FY2016-17	FY2017-18	FY2018-19 YTD	Total since Land Bank inception
Revenue from sales	\$172,397	\$346,643	\$368,895	\$269,659	\$93,977	\$1,476,106
Promised investment by purchaser	\$1,566,495	\$4,098,672	\$5,933,762	\$5,621,166	\$2,192,775	\$20,335,975
Value of property donated by Land Bank for public use	\$224,899	\$86,637		\$136,151	\$0	\$883,965

Source: Neighborhood and Housing Services, Land Bank

\*FY2015 was first year of collecting taxes on Land Bank properties sold.

# Changing Focus: Promised vs. Actual Investment

- LB sells its houses with a non-monetary Deed of Trust that remains on the property for three years.
  - Deed contains a Buyer promise to rehab the property, pay the taxes, and keep nuisances off the property
  - If Buyer does not perform, LB can recover the property
  - Currently have 600 houses that have active
     Deeds of Trust
- Data is being compiled from inspections that are underway
- Currently drafting the foreclosure of 5 properties

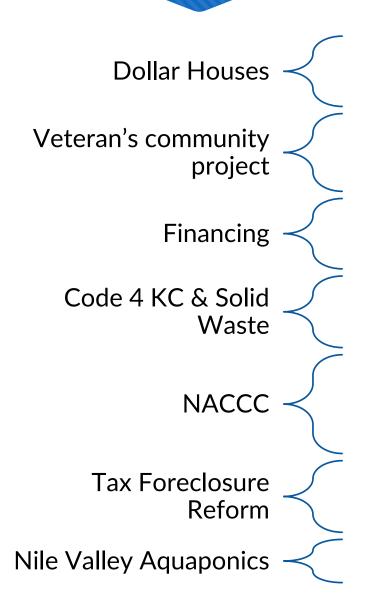








## Land Bank Program Updates



- 14 rebates paid of 32 sold houses. 6 in sincere repair. The rest we will begin foreclosure/demolition
- •9 houses complete, 12 houses nearly complete. Program has spread to Nashville and St. Louis.
- Mainstream financing available now on Land Bank lots where the acquisition cost and rehab costs are greater than \$50,000
- Land Bank maintenance software in use now. Excellent result. May have application with other units of the City.
- New program with National Association of Construction Cooperation doing a veterans project with fifty rehabbed houses; application has been sent to HUD
- Pilot project comprised of a cooperative agreement with Jackson County
- Expansion planned

# Land Bank Maintenance: contracts with neighborhood-based groups

#### **Contracted Services:**

- Trash collection
- Brush
- Tires
- Bulky
- Abatement

#### 18 neighborhood-based contractors

• 100 Men

Marlborough CC

• 12 ST Heritage

Marlborough East

Blue Hills NA

McCoy Park

Blue Valley NA

NNI

E 23rd PAC

- Oak Park
- Foxtown West NA
- Seven Oaks

Greenery

Urban Rangers

Ivanhoe NC

VOTP

Key Coalition

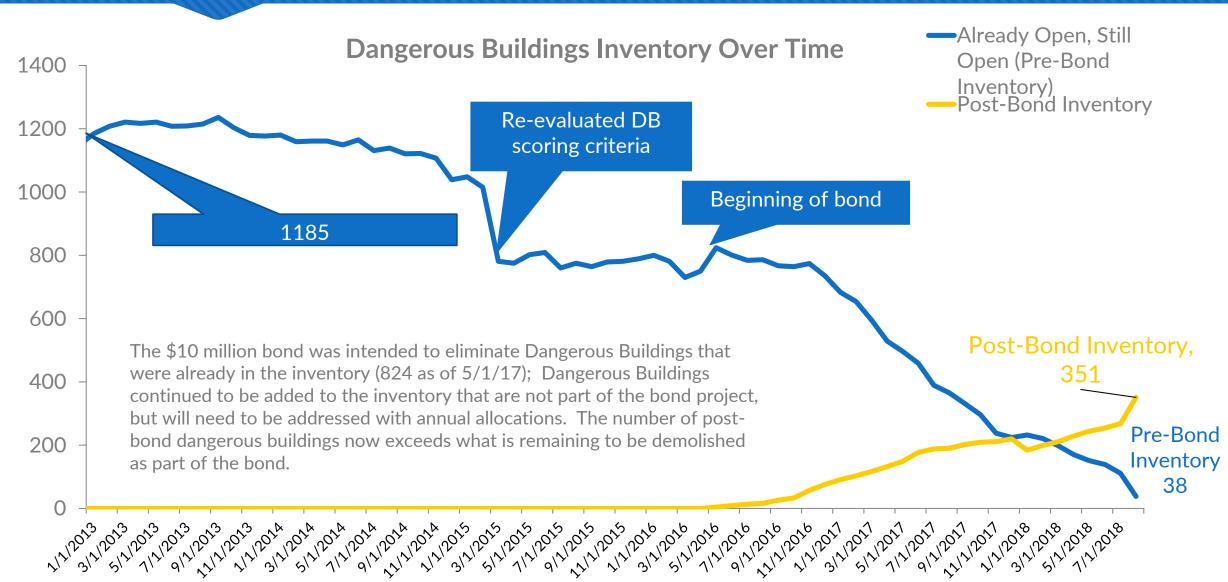
Washington Wheatly

#### Strategy B

Utilize the 2016 Dangerous Building Initiative to demolish, salvage, or rehabilitate the City's baseline dangerous buildings inventory by 90.0 percent within three years. (Neighborhoods and Housing Services, Neighborhood Preservation)

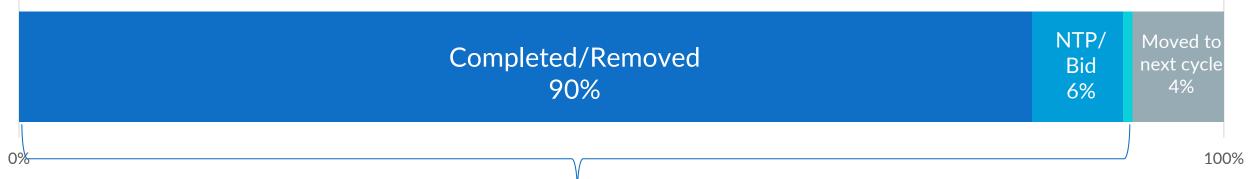


#### \$10 million Bond Dangerous Building Inventory



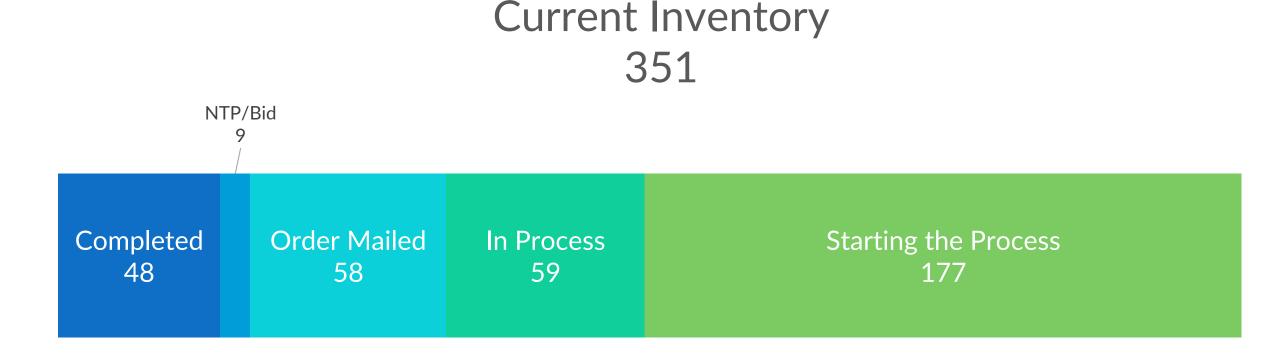
#### Disposition of \$10 million Bond Dangerous Buildings to date



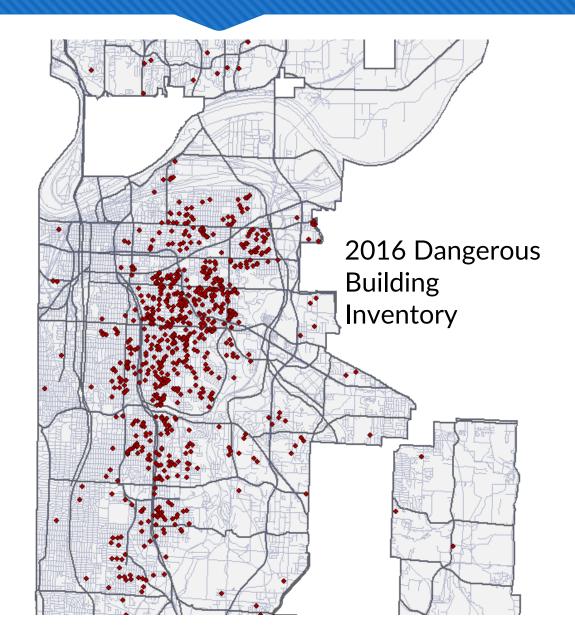


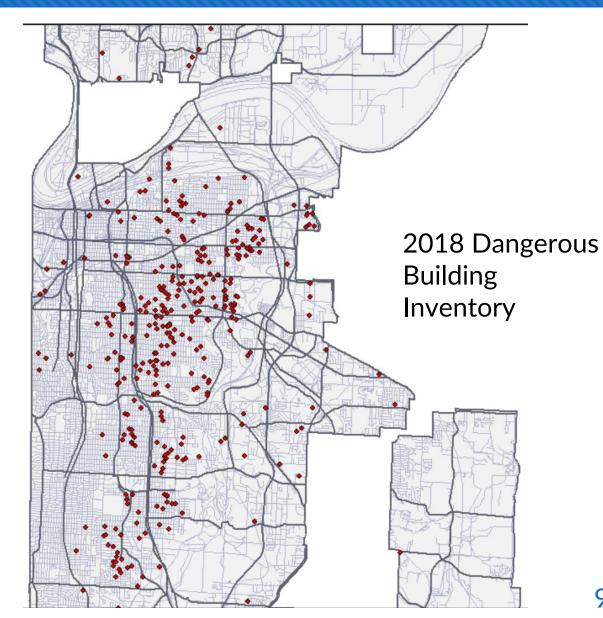
Outcome	# of Dangerous Buildings
Demo by city	383
Demo by owner	37
Upgraded to emergency	3
Deconstruction	4
Receivership/Abandon Housing Act	15
Downgraded/Removed from list	136
Repair by owner	156
Shifted to Post-Bond Inventory (new owner, monitoring for repairsetc)	66

#### Dangerous Building Inventory Going Forward: Current State



## **Dangerous Building Locations:**





## **Strategy C**

Identify, review, and update all existing ordinances related to blight reduction.

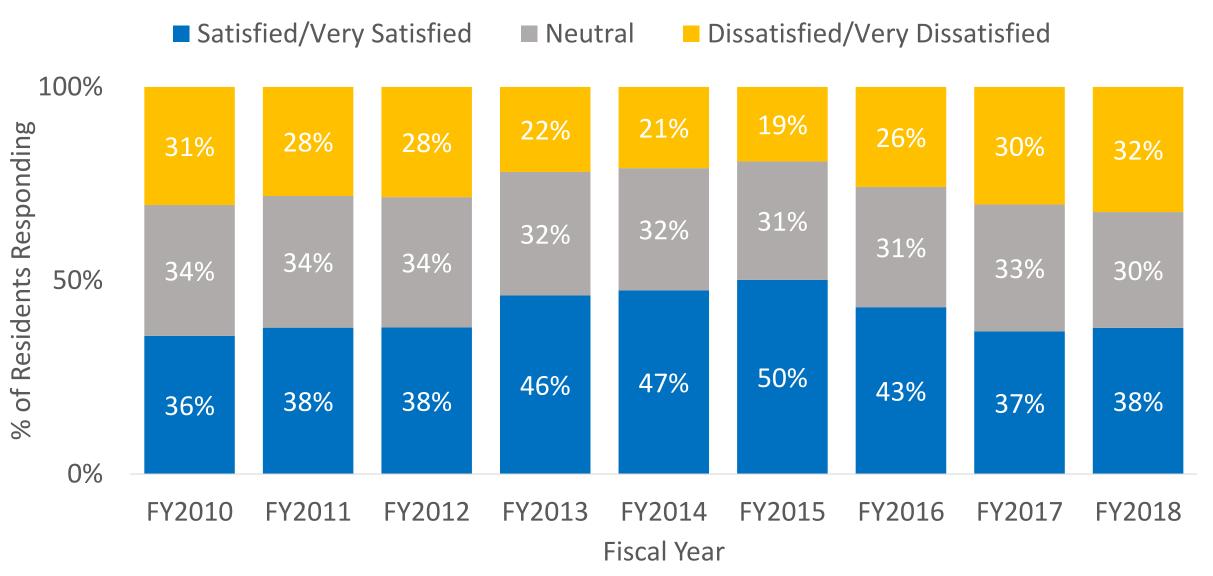
(Neighborhoods and Housing Services)

Ordinances 48 and 56 need revisions because there is conflicting language with City Planning's Ordinance 52 which is now Ordinance 88. There is also conflicting language related to the rental registration and inspection section(s).

- Attorneys from city Law
   Department and staff in
   neighborhoods meeting
   monthly; chapters have been
   assigned to attorneys for review
- Presentation to Council in Fall 2018

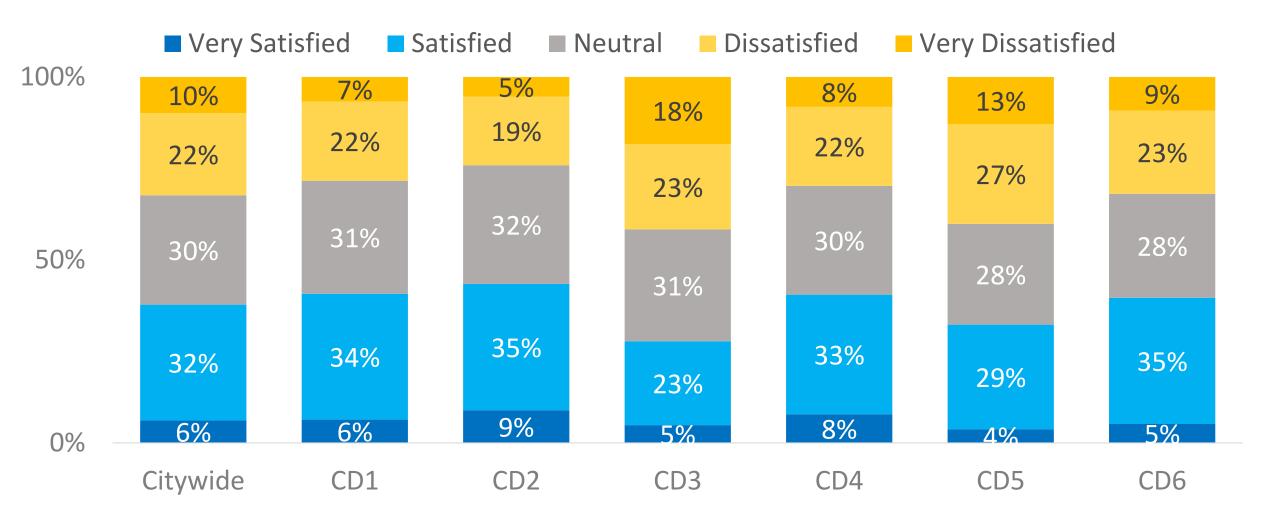
## **Objective 4:Promote a Clean Community**

## Resident Satisfaction with the Cleanliness of City Streets and Other Public Areas has decreased 12% since FY2015



Source: Resident Satisfaction Survey

# Resident Satisfaction with the Cleanliness of City Streets is lower in Council Districts Three and Five, Highest in Second



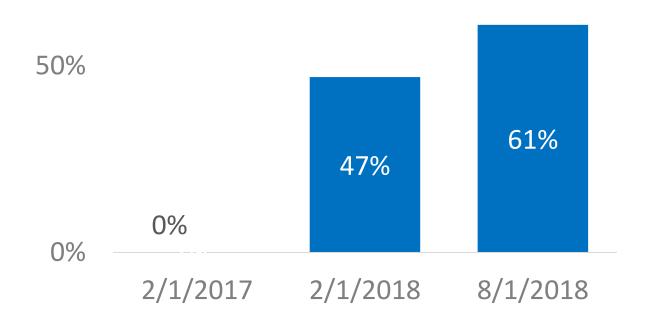
Source: Resident Satisfaction Survey

## Strategy C

Propose and support legislation and other initiatives to provide the City and local neighborhoods better control over the future of vacant properties. (Neighborhoods and Housing Services, Neighborhood Preservation)

# Progress has been made in LLCs complying with registration

Percent of LLC Registrations in Full Compliance

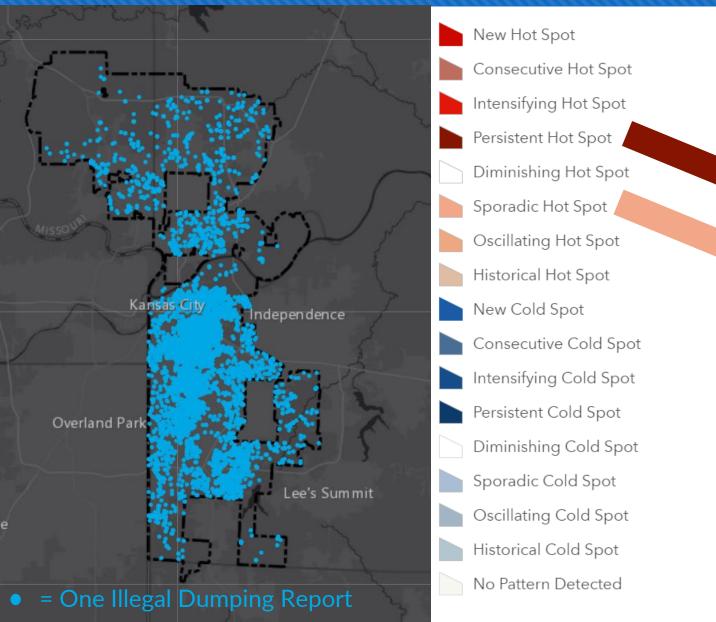


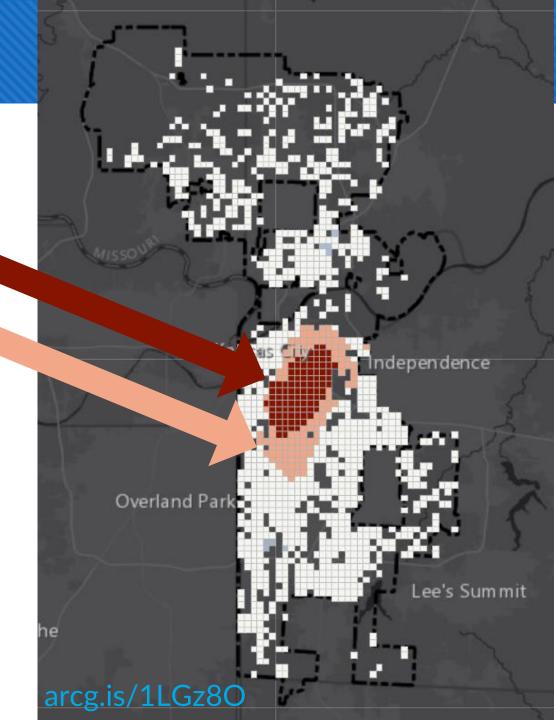
324 cases owned by LLC148 are non-complying

## Strategy A

Develop an anti-illegal dumping campaign tied to health, environmental, and economic impacts. (Neighborhoods and Housing Services)

# Illegal Dumping Locations & Trends 1/1/17-1/26/18





#### The Illegal Dumping Information Hotline Launched This Month!

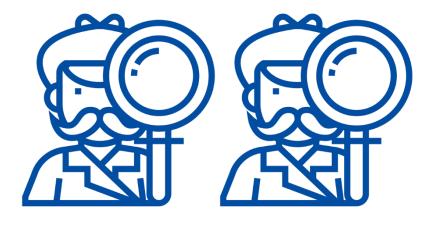




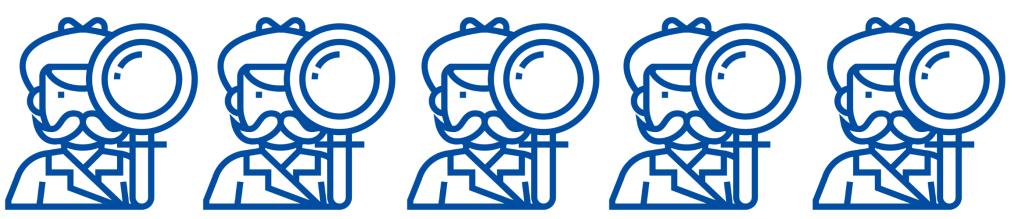


# In Fiscal Year 2019 we went from Two to Five Illegal Dumping Inspectors

Fiscal Year 2018



Fiscal Year 2019



#### Illegal Dumping Enforcement in Fiscal Year 2019 (May-June 2018)



In FY18, 79 illegal dumping tickets were issued. 203 were issues last year.



21 guilty verdicts. Was 110 last year. \$501 average fine 100% conviction rate



4 cases resulted in a warrant being issued (defendant did not show). Was 87 issues last year.



O cases dismissed this year and six last year



159 Self Cleans (defendant cleans up dump site instead of being fined). Was 185 last year.

### Strategy B

Develop communication and other strategies to increase compliance with solid waste ordinances, with particular attention to enforcement. (Neighborhoods and Housing Services, Solid Waste)

FY18: Total of 185 selfcompliance cases (both landlords and residents)

FY19: will begin tracking number of landlord compliances separately

### **Strategy D**

Develop a revised recycling policy for all City-owned and other public facilities and spaces.

(Neighborhoods and Housing Services, Neighborhood Preservation)

# Digital Flyer Created to Promote Recycling in City Facilities



In keeping with the City's sustainability efforts and the City Council priority to increase green and sustainable efforts throughout the City, please do your part to make our recycling program a success.

Desk-side recycle containers will be provided for your use. If you don't have a recycle container, please email <code>Facility.Services@kcmo.org</code> to request one.

Desk-side paper recycling will continue as employees will be responsible for emptying bins into larger containers located near the copy machines or designated area.

Wet (food items) and other non-recyclable trash will be deposited in containers located in designated areas on each floor, normally in the breakroom/kitchenette areas.

No need to remove paperclips, staples, wire metal fasteners, spiral bindings, or plastic tabs. But empty and rinse all containers prior to depositing into the bins.

When your desk side recycle bin is full, please empty the recyclables into the appropriate bin located in your office suite. Other recycleable materials should be deposited into the appropriate bins. (All other recycleable materials in the second bin.) Look for these bins in breakrooms/kitchenettes, and the elevator lobbies.

Please break down any boxes and place in the large container (do not place discarded boxes in the lobbies).

For recycling tips, a list of Frequently Asked Questions and more information visit myKC!



#### WHAT CAN BE RECYCLED IN CITY HALL?



#### PAPER GOODS

- Paper egg cartons
- Opened mail and greeting cards
- File folders
- Blueprints and other construction drawings
- Paperboard boxes
  - Magazines, brochures, and catalogs
  - White or pastel office paper
  - Newspapers and inserts (no bags)
  - Phone books
  - Paperback books
  - Corrugated cardboard, including pizza boxes, and paper bags (please flatten)
  - Paper milk/juice cartons (no aluminum foil pouches and do not flatten)



#### PLASTICS

- #1 7 plastic bottles
- #1 7 plastic tubs and screw-top jars (no lids or #7 PLA compostables; and do not flatten)



#### METALS

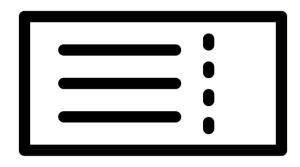
- Empty aerosol cans (no caps)
- Loose metal jar lids and steel bottle caps
- Clean, bailed aluminum foil (2" or larger), pie pans
- Aluminum, steel, and tin cans (do not crush or flatten)



- Plastic ba
- Glass
- Scrap metal
- Plastic microwavable trays
- Frozen food, ice cream, or frozen juice containers
- Mirrors, ceramics, or Pyrex®
- Light bulbs
- Hazardous or bio-hazardous waste plastics
- Tissues, paper towels, or wax-coated cardboard
- Styrofoam® or paper to-go containers

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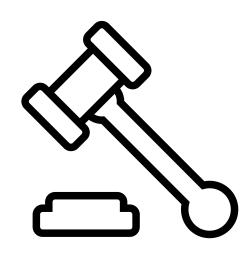
#### **Icon Credits**



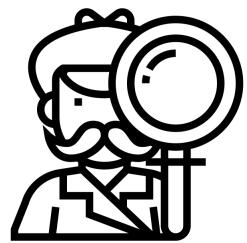
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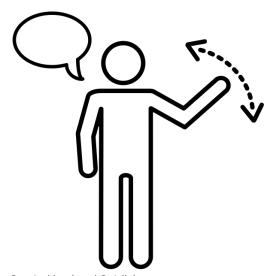
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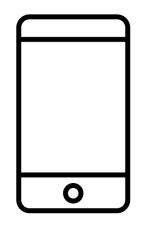
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# Questions?

Stay up to date on progress at kcstat.kcmo.org #KCStat

